

DDRS Quarterly Provider Meeting

October 2011

Bureau of Developmental Disability Services

Support Services Waiver Amendments

- The time limitation on Prevocational Services was removed
- Prevocational, Community and Facility Based Habilitation allowable ratios were changed to group sizes mirroring those found in the Developmental Disability (DD) Waiver Amendment
- Allowable (reimbursable) activities under Community Based Habilitation were also changed to mirror the DD Waiver Amendment
- The lifetime cap on Vehicle Modifications was corrected to accurately reflect the longstanding limit of \$7,500 (Note: the DD and Autism Waivers continue to have limits of \$15,000 for Vehicle Modifications)

DD Waiver Amendment

Submitted to CMS on September 30, 2011 requesting approval to implement legislated changes that would:

- Replace the States' use of the term “mental retardation” with “intellectual disability”
- Modification of criteria for priority entrance into waiver services
- Remove reference to the former Community Residential Facilities Council
- Add accreditation requirements for habilitative day service providers

DD Waiver Amendment Continued

- In addition to legislated changes, the DD Waiver is being amended to reflect:
 - Changes to the complaint process
 - Changes to the level of care process
 - Clarification of the definition of relative/related
 - Clarification of limitations on the hours of service relatives may provide under the service of Residential Habilitation and Supports

Objective Based Allocation (OBA) Update

- From January through December 2011- 7,478 OBA anniversary allocations were released. Of those 7,478 allocations:
 - 4,235 have decreased
 - 3,126 have increased
 - 117 have remained the same
- This completes the one full year of OBA.
- On October 15, 2011 the Year 2 allocations were released for individuals with January Anniversaries

OBA Appeals

To date, 4% of individuals receiving their OBA for the first time have appealed. Most of those could have been resolved had they utilized the BRQ process prior to filing appeal. Of those appeals that were scheduled:

- 67% voluntarily withdrawn
- 13% found in favor of the State
- less than 1% found in favor of the appellant
- 1% submitted by the State for agency review
- 22% awaiting a decision.

460 IAC 6 Update

- A Public comment session on 460 IAC 6 is scheduled for Oct. 27, 2011 from 10 a.m. to 12 p.m. in Indiana Government Center South, Conference Room 2.
- Copies of the document can be found online (LSA) or by request at the local BDDS office.

SGL :Group Home Referral Data

- From April 1, 2011 to August 31, 2011:
 - 114 Individuals Referred to Providers
 - 30 (26%) transitioned into placement;
 - 10 (9%) are currently making visits to a specific group home or awaiting a move date into the home;
 - 74 (65%) have not been accepted by a provider for a variety of reasons but all have been referred to multiple providers.
- As of September 21, 2011 there are 100 SGL vacancies statewide,
 - 48 male openings
 - 52 female openings.

SGL Licensure Renewal

- Starting in January, 2012, the annual licensure process will be tied to the ISDH Time Limited Agreement (TLA) renewal date.
- Providers will be receiving additional communication regarding this change soon

Level Of Care Reminder

Level of care (LOC) is re-determined when significant changes occur. Findings from ISDH that would cause DDRS to perform a level of care review include:

- changes to medical/ behavior/ supervision needs,
- transition activities and
- W197, W198, W407, etc.

BDDS/VR Collaboration

- Initiated a cross referral process which includes exchange of collateral information and encouragement of all individuals to seek employment.
- Improving transfer to SEFA process. Initial recommendations have been made by workgroup and are in review.
- BDDS is beginning development of a work plan to address Employment First strategies recommended by SELN. VR to be a key player on the workgroup.
- Continued partnership on the Employment First Demonstration Projects. Further detail on the demo projects can be found in the October DDRS Quarterly Update.

BDDS Staff Updates

- Richard Propes - BDDS District 5 Manager
- Leslie O'Sullivan – BDDS District 4 Manager
- Matt Rodway - Field Service Manager Districts 1,2,4 & 5
- Holly Wimsatt - Field Service Manager Districts 3,6,7 & 8
- Jeanette Siener – Director of State Line and Facility Based Services

Bureau of Rehabilitative Services

VR Successful Closure Data

<i>FFY11 YTD (as of 9/22/11)</i>	All VR closures	DD closures	VR Provider outcomes- all disabilities
Total successful closures	4315	662	2319
% of successful closures	100%	15.3%	53.7%
Rehab rate	52.8%	49.9%	45.9%
Avg hourly wages	\$11.38	\$8.05	\$8.61
Avg weekly hours	28.76	22.4	26

Corporate Development Initiatives

- VRS/Walgreens statewide hiring initiative has started rolling out in 22 pilot stores. Walgreen's staff have been provided with disability awareness training. Hiring is beginning in stores where positions are available.
- ACS (call center in Anderson, IN) contacted Corporate Development Unit (CDU) with an immediate need to hire 400 staff. VR and community partners attended a facility tour and will continue to work together over the next several months to take advantage of this opportunity.
- CDU would like to recognize the work of ADEC in northern Indiana with their work as Single Point of Contact (SPOC) for Dometic that has resulted in 19 hires at the Dometic facility.
- CDU has achieved 71 hires to date in CY2011 and is on track to meet or exceed the goal of having 100 individuals hired through CDU partner companies this year.

VR Customer Satisfaction

- Every consumer who exits VR services has an opportunity to complete a satisfaction survey.
- The survey addresses consumer experiences with the types of services received, the way they were treated and their employment results.
- Consumers consistently rate their experiences with their counselors and service providers as good or very good.
- Consumers rated fringe benefits associated with their jobs lowest, although still above average.
- The VR Commission is considering some modifications to the data collection system to better pinpoint areas for improvement in the VR program, and where VR excels.

BRS: INDICATOR UPDATE (6 Months)

- 371 more people obtained successful employment outcomes as compared to the same timeframe in the prior year which is a 10% increase

Bureau of Quality Improvement Services

BQIS - Revised Compliance Evaluation Review Tool (CERT)

- Updated CERT takes into account the new DDRS policies which have gone into effect over the past several months. BQIS started using the new tool Oct 1, 2011.
- Revised CERT's indicators are broader in scope and have been reduced in number from 174 to 52. Probes determined 'not met' will result in indicator being 'not met' and corrective action will continue to be required.
- Revised tool is available on the DDRS/BQIS Web site
- Also, revised CERT for non-direct ancillary service providers (i.e., Environmental Modifications, Vehicle Modifications, Specialized Medical Equipment, and Personal Emergency Response Systems) is available on website.

BQIS Web Page Changes

BQIS has added the following two new sections to its web page:

1. Mortality Data and Recommendations

- Data and recommendations from the Mortality Review Committee (MRC).
- MRC reviews deaths of all individuals who received DDRS-funded services and provides recommendations to mitigate future deaths due to the same/similar circumstances.
- Mortality data presented may pertain to comorbid conditions that are not attributable to the cause of death, however the risks involved with these conditions warrant providers' further examination.

2. Complaints

- Instructions for how to file a complaint,
- BQIS contact information, and
- Key information to include when reporting a complaint

Human Rights Committee Policy

- The DDRS HRC Policy effective Feb 21, 2011 establishes the expectation that providers will operate HRC's.
- DDRS's HRC is limited to instance with extenuating circumstances, or when local committee cannot come to a decision
- For behavior support plans that meet this criteria, DDRS is asking providers to complete the DDRS Human Rights Committee Submission Form, and send the identified documentation when submitting a request.
- HRC Submission Form can be found on the DDRS' website on the Current Policies page.